AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing Of Claims:

Please amend the claims as follows:

1.-39. (Cancelled)

40.   (Currently Amended) A computer-readable medium having computer-executable components for execution on a computer for presenting a plurality of help topics for software <u>components installed on the computer</u> and hardware components installed on the computer, comprising:

a help content store for storing help contents for the help topics, the help content store having a plurality of separate vendor folders corresponding to different vendors of <u>a plurality of different</u> software components installed on the computer and <u>a plurality of different</u> hardware components installed on the computer, each vendor folder containing help contents of respective help topics provided by a corresponding vendor, the help contents usable by a unified taxonomy structure of help categories and help topics, ~~the computer having installed on the computer a plurality of different software components and a plurality of different hardware components~~ wherein a first vendor corresponds to a first component selected from the plurality of different software components and the plurality of different hardware components and a second vendor corresponds to a second component selected from the plurality of different software components and the

plurality of different hardware components, the first vendor and the second vendor being included in the different vendors;

a help database containing mapping data for mapping the help topics from the different vendors into the unified taxonomy structure of help categories and help topics, the unified taxonomy structure being common to and inclusive of <u>at least one of the following:</u> the help topics provided by the different vendors<u>,</u> and a first level of categories and a second level of categories in the unified taxonomy structure ~~being,~~ <u>wherein the first level of categories and the second level of categories in the unified taxonomy structure are at least one of the following:</u> predefined, static, and used by all the different vendors of software <u>components installed on the computer</u> and hardware components installed on the computer, the mapping data including data for each help topic for identifying a node position of said each help topic in the unified taxonomy structure and a location of corresponding help content of said each help topic in the help content store;

a help content update module for updating <u>the</u> help contents in the <u>help</u> content store and the mapping data in the help database based on update packets received from the vendors; [[and]]

a help application for providing a user interface for presenting the help topics to a user, the help application being programmed to interactively display the unified taxonomy structure using <u>the</u> mapping data in the help database and <u>the</u> help contents in the content store, including displaying <u>the</u> help categories and <u>the</u> help topics in the unified taxonomy structure in response to user selections, retrieving ~~help contents of~~ a

user-selected help topic <u>contents</u>, and displaying the ~~help content of the~~ user-selected

help topic <u>contents; and</u>

<u>a script library for storing a plurality of script library objects used in the help</u>

<u>contents of the help topics stored in the help content store, wherein the script library</u>

<u>objects are operative to perform at least one of the following: collect system operation</u>

<u>information, and upload the system operation information to a vendor associated with</u>

<u>the script library object; and</u>

<u>an authorization store for storing information identifying which of the help</u>

<u>contents are authorized to access the script library objects, wherein accessing the script</u>

<u>library objects comprises accessing at least one of the following: a local database, and</u>

<u>a remote database, wherein accessing the remote database requires that a Uniform</u>

<u>Resource Locator (URL) associated with the remote database is listed in a local content</u>

<u>store.</u>

41. - 42.　　(Canceled)

43.　　(Previously presented) A computer-readable medium as in claim 42,

wherein the help application is further programmed to check the authorization store to

determine whether the help content of the user-selected help topic is allowed to access

the script library objects.

44.   (Previously presented) A computer-readable medium as in claim 40, wherein the mapping data for each help topic include a parent ID identifying a parent node of said each help topic in the unified taxonomy structure, and a URL identifying a location of the help content of said each help topic in the help content store.

45.   (Previously presented) A computer-readable medium as in claim 40, wherein the help content update module is programmed to add, move, and remove help topics from the unified taxonomy structure by updating the mapping data in the help database.

46.   (Previously presented) A computer-readable medium as in claim 40, wherein the help database contains data specifying a search keyword associated with said each help topic.

47.   (Previously presented) A computer-readable medium as in claim 46, wherein the help database contains data specifying an index string associated with said each help topic.

48.   (Previously presented) A computer-readable medium as in claim 47, wherein the user interface provided by the help application includes an interface element presenting an option to view index strings of the help topics.

49.   (Previously presented) A computer-readable medium as in claim 40, wherein the help contents of the help topics are written in a mark-up language.

50.   (Currently Amended) A computer comprising:

a plurality of software <u>components installed on the computer</u> and hardware components installed on the computer;

a help content store for storing help contents for help topics for software <u>components installed on the computer</u> and hardware components installed on the computer, the help content store having a plurality of separate vendor folders corresponding to different vendors of the software <u>components installed on the computer</u> and hardware components installed on the computer, each vendor folder containing help contents of respective help topics provided by a corresponding vendor, the help contents usable by a unified taxonomy structure of help categories and help topics, ~~the computer having installed on the computer a plurality of different software components and a plurality of different hardware components~~ wherein a first vendor corresponds to a first component selected from the plurality of different software components and the plurality of different hardware components and a second vendor corresponds to a second component selected from the plurality of different software components and the plurality of different hardware components, the first vendor and the second vendor being included in the different vendors;

a help database containing mapping data for mapping the help topics from the different vendors into the unified taxonomy structure of help categories and help topics, the unified taxonomy structure being common to and inclusive of <u>at least one of the</u>

following: the help topics provided by the different vendors, and a first level of categories and a second level of categories in the unified taxonomy structure ~~being,~~ wherein the first level of categories and the second level of categories in the unified taxonomy structure are at least one of the following: predefined, static, and used by all the different vendors of software components installed on the computer and hardware components installed on the computer, the mapping data including data for each help topic for identifying a node position of said each help topic in the unified taxonomy structure and a location of corresponding help content of said each help topic in the help content store, the mapping data stored in a mapping data file including an action field configurable to include data to indicate whether the contents or mapping of the topics are to be at least one of the following: added, removed, and updated;

a help content update module for updating the help contents in the help content store and the mapping data in the help database based on update packets received from the vendors; [[and]]

a help application for providing a user interface for presenting the help topics to a user, the help application being programmed to interactively display the unified taxonomy structure using the mapping data in the help database and the help contents in the content store, including displaying the help categories and the help topics in the unified taxonomy structure in response to user selections, retrieving ~~help contents of~~ a user-selected help topic contents, and displaying the ~~help content of the~~ user-selected help topic contents; and

a script library for storing a plurality of script library objects used in the help contents of the help topics stored in the help content store, wherein the script library objects are operative to perform at least one of the following: collect system operation information, and upload the system operation information to a vendor associated with the script library object; and

an authorization store for storing information identifying which of the help contents are authorized to access the script library objects, wherein accessing the script library objects comprises accessing at least one of the following: a local database, and a remote database, wherein accessing the remote database requires that a Uniform Resource Locator (URL) associated with the remote database is listed in a local content store.

51. - 52.   (Canceled)

53.   (Previously presented) A computer as in claim 52, wherein the help application is further programmed to check the authorization store to determine whether the help content of the user-selected help topic is allowed to access the script library objects.

54.   (Previously presented) A computer as in claim 50, wherein the mapping data for each help topic includes a parent ID identifying a parent node of said each help topic in the unified taxonomy structure and a URL identifying a location of the help content of said each help topic in the help content store.

55.   (Previously presented) A computer as in claim 50, wherein the help content update module is programmed to add, move, and remove help topics from the unified taxonomy structure by updating the mapping data in the help database.

56.   (Previously presented) A computer as in claim 50, wherein the help database contains data specifying a search keyword associated with said each help topic.

57.   (Previously presented) A computer as in claim 56, wherein the help database contains data specifying an index string associated with said each help topic.

58.   (Previously presented) A computer as in claim 57, wherein the user interface provided by the help application includes an interface element presenting an option to view index strings of the help topics.

59.   (Cancelled)

60.   (Currently Amended) A computer comprising:

a plurality of software components installed on the computer and hardware components installed on the computer;

a help content store for storing help contents for help topics for software <u>components installed on the computer</u> and hardware components installed on the computer, the help content store having a plurality of separate vendor folders corresponding to different vendors of the software <u>components installed on the computer</u> and hardware components installed on the computer, each vendor folder containing help contents of respective help topics provided by a corresponding vendor, the help contents usable by a unified taxonomy structure of help categories and help topics, ~~the computer having installed on the computer a plurality of different software components and a plurality of different hardware components~~ wherein a first vendor corresponds to a first component selected from the plurality of different software components and the plurality of different hardware components and a second vendor corresponds to a second component selected from the plurality of different software components and the plurality of different hardware components, the first vendor and the second vendor being included in the different vendors;

a help database containing mapping data for mapping the help topics from the different vendors into the unified taxonomy structure of help categories and help topics, the unified taxonomy structure being common to and inclusive of <u>at least one of the following:</u> the help topics provided by the different vendors<u>,</u> and a first level of categories and a second level of categories in the unified taxonomy structure ~~being~~<u>,</u> <u>wherein the first level of categories and the second level of categories in the unified taxonomy structure are at least one of the following:</u> predefined, static, and used by all the different vendors of software <u>components installed on the computer</u> and hardware components installed on the computer, the mapping data including data for each help

topic for identifying a node position of said each help topic in the unified taxonomy structure and a location of corresponding help content of said each help topic in the help content store, the mapping data stored in a mapping data file including an action field configurable to include data to indicate whether the contents or mapping of the topics are to be <u>at least</u> one of the following: added, removed, and updated, wherein the mapping data for <u>said</u> each help topic includes a parent ID identifying a parent node of said each help topic in the unified taxonomy structure and a URL identifying a location of the help content of said each help topic in the help content store;

a help content update module for updating <u>the</u> help contents in the <u>help</u> content store and the mapping data in the help database based on update packets received from the vendors<u>,</u> wherein the help database contains data specifying a search keyword associated with said each help topic and contains data specifying an index string associated with said each help topic ~~wherein the user interface provided by the help~~ ~~application includes an interface element presenting an option to view index strings of~~ ~~the help topics~~, wherein the help content update module is programmed to <u>perform at</u> <u>least one of the following:</u> add <u>the help topics</u>, move <u>the help topics</u>, and remove <u>the</u> help topics from the unified taxonomy structure by updating the mapping data in the help database;

a help application for providing a user interface for presenting the help topics to a user, <u>wherein the user interface provided by the help application includes an interface</u> <u>element presenting an option to view index strings of the help topics,</u> the help application being programmed to interactively display the unified taxonomy structure using mapping data in the help database and help contents in the content store,

wherein the help application being programmed to interactively display the unified taxonomy structure displays ~~including displaying~~ the help categories and the help topics in the unified taxonomy structure in response to user selections, retrieving help contents of a user-selected help topic, and displaying the help content of the user-selected help topic; [[and]]

a script library for storing a plurality of script library objects used in the help contents of the help topics stored in the help content store, wherein the script library objects are operative to perform at least one of the following: collect system operation information, and upload the system operation information to a vendor associated with the script library object ~~wherein the computer executable components further include~~; and

an authorization store for storing information identifying which of the help contents are authorized to access the script library objects, wherein accessing the script library objects comprises accessing at least one of the following: a local database, and a remote database, wherein accessing the remote database requires that a Uniform Resource Locator (URL) associated with the remote database is listed in a local content store ~~and wherein the computer executable components further include an authorization store for storing information identifying which of the help contents are authorized to access the script library objects~~.